

PATENT
10/006,004

B. AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning at page 1, line 9, with the following paragraph:

- (1) U.S. Patent Application Serial No. 10/005,733 ____/____ (Attorney Docket No. AUS920010944US1);
- (2) U.S. Patent Application Serial No. 10/005,680 ____/____ (Attorney Docket No. AUS920010945US1);
- (3) U.S. Patent Application Serial No. 10/004,664 ____/____ (Attorney Docket No. AUS920010947US1); and
- (4) U.S. Patent Application Serial No. 10/005,828 ____/____ (Attorney Docket No. AUS920010948US1).

Please amend the paragraph (the abstract) beginning at page 27, line 5 with:

A method, system, and program for voice browsing while waiting in a hold queue are provided. Callers waiting in a hold queue are prompted to select a help subject for a call. A specified menu of browsable help information is output to the caller according to the help subject selected by the caller. Then, a web script is translated into audio output to the caller for the caller's selection from the specified menu of browsable help information.

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